

Lab 3

Main points from text:

Black Box: MovieMail system

- Collects bank information from the customer
- Prints the return envelopes automatically
- Report most X popular DVDs
- Report most X requested DVDs
- Overview all subscriptions and how much we earned
- Add customer information in our CRM system

Actors:

- **Customer**
 - Order DVDs
 - Receive DVDs
 - Return DVDs
 - Order a subscription
 - Pay using credit card
 - Pay using bank transfer
 - Receive login account information
 - Has more than 1 subscription
 - Place DVDs on a watchlist (maximum of 50 DVDs)
 - Change watchlist
 - Place a request of a new DVD in the DVD catalog
 - Receive the account login information by email
- **Epay.com**
 - Validate credit cards
 - Handle the credit card payment
- **Employee**
 - Performs bank transfer
 - Record transfer if it success
- **CRM system**
 - Store all relevant information from customers